



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

February 1, 2008

Transmitted Via E-Mail

Patricia Dozier, Director of Human Resources  
Bon Appetit Management Company  
100 Hamilton Avenue, Suite 400  
Palo Alto, CA 94301  
[patricia.dozier@bamco.com](mailto:patricia.dozier@bamco.com)

Dear Ms. Dozier:

**RE: FINAL MONITORING VISIT REPORT for Bon Appetit (SET) – ET06-0200**

<b>Date of the Visit:</b>	1/15/08
<b>Beginning/Ending Time:</b>	10:15 a.m. - 11:45 a.m.
<b>Date of Last Visit:</b>	9/5/07
<b>Visit Location:</b>	ETP Office, Foster City
<b>Persons in attendance:</b>	Derrick Okubo, Strategy Workplace Communications; Teresa Teles, ETP Analyst
<b>Action Required:</b>	NO

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	12/28/05 - 12/27/07	<b>Agreement Amount:</b>	\$122,460
<b>Type of Trainee:</b>	Retrainee	<b>No. to Retain:</b>	157
<b>Date Training must be completed:</b>	9/27/07	<b>Range of Hours:</b>	24-80
		<b>Weighted Ave. Hours:</b>	60

## **FINAL REPORT SUMMARY:**

### **COMMENTS FROM CONTRAC REPRESENTATIVE:**

- What barriers, if any, did your company experience in implementing your ETP project?  
The initial scheduling of literacy skills training with vendor and launching the documentation for the chefs was challenging.
- What problems, if any, did your company experience with ETP record keeping?  
Having the administrative subcontractor helped with record keeping.

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ETP (04/15/05)

- What assistance could ETP have provided that would improve the process for future Contractors?  
None mentioned.
- How did your company benefit from the ETP training?  
The skill set for employees improved especially in the area of customer service, time management, and literacy skills. The supervisors supported the training and coached their employees throughout the process.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

<b>Trainees Started Training:</b>	227	<b>Completed Minimum Hours:</b>	105
<b>Trainees Enrolled:</b>	309	<b>Completed Maximum Hours:</b>	10
<b>Dropped Following Enrollment</b>	204	<b>Completed Retention:</b>	105

According to your records you have retained a total of 105 trainees (67% percent of planned retentions) for a total reimbursement of \$74,125, (60 percent of the encumbered amount).

According to Mr. Okubo, Bon Appetit did not complete as much training as originally planned because Google, where most of the training took place, experienced rapid growth and it became difficult to release Bon Appetit employees for training at the many campuses. Training was provided to additional trainees not reimbursed by ETP because they did not meet the 24 hours minimum. Training started at Cisco but trainees did not have sufficient hours to be reimbursed by ETP and Bon Appetit was not able to begin training at the Yahoo locations.

**ATTENDANCE ROSTERS:**

Ms. Teles reviewed a sample of the completed rosters which met ETP requirements and supported the hours entered on ETP's tracking website for the sample of trainees reviewed.

**AUDIT:**

Bon Appetit will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:


- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION:**

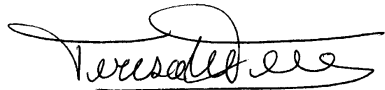
Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Teresa Teles at (650) 655-6940 or at [tteles@etp.ca.gov](mailto:tteles@etp.ca.gov) within ten (10) working days from receipt of this report.

Sincerely,



Creighton Chan, Manager  
San Francisco Bay Area Regional Office



Teresa Teles, Analyst  
San Francisco Bay Area Regional Office

cc: Derrick Okubo, Strategy Workplace Communications, [derrick@sfstrategy.com](mailto:derrick@sfstrategy.com)  
Kulbir Mayall, Manager, Fiscal and Certification  
Master File  
Project File

Date report mailed to Contractor 2/1/08